

## **RCCO Practice Support Sections from Original RCCO RFP**

### **Practice Support**

a. One of the fundamental functions of the RCCO will be to assist the PCMPs and other providers in providing the highest levels of care in the most efficient and effective manner possible. Aside from easing the administrative burden on providers by performing the support functions discussed above in Section V.D.1, the RCCO shall be responsible for supplying providers with the practical tools and resources necessary to fulfill the basic elements of a Medical Home, to implement additional/advanced elements of comprehensive, efficient, Client/family-centered care and to help shift from a volume-driven environment to an outcomes-based health care delivery system.

b. The RCCO is expected to offer support to practices, which may range from comprehensive assistance with practice redesign to providing assistance with other efficiency and performance-enhancing activities. The RCCO shall have a suite of clinical tools and resources readily available to support providers in offering evidence-guided, comprehensive primary care in a manner that is accountable and outcomes-oriented.

The suite of tools and resources should be comprehensive and offer a continuum of support for PCMPs, specialists and other Medicaid providers alike. The suite of tools and resources should include both clinical and operational tools and supports, Client materials, Web-based resources and directories, as well as practice-specific data and reports. The RCCO shall have a suite of tools and resources that may include, but not be limited to, those items described below.

c. Examples of Practice Support Tools and Resources.

Clinical Tools	Client Materials
<ul style="list-style-type: none"><li>• Clinical care guidelines and best practices.</li><li>• Clinical screening tools (e.g. depression screening tools, substance use screening tools).</li><li>• Health and functioning questionnaires.</li><li>• Chronic care templates.</li><li>• Registries.</li></ul>	<ul style="list-style-type: none"><li>• Client reminders.</li><li>• Self-management tools.</li><li>• Educational materials about specific conditions.</li><li>• Client action plans.</li><li>• Behavioral health surveys and other self-screening tools.</li></ul>
Operational Practice Support	Data, Reports and Other Resources
<ul style="list-style-type: none"><li>• Guidance and education on the principles of Medical Home.</li><li>• Training on providing culturally competent care.</li><li>• Training to enhance the health care skills and knowledge of supporting staff.</li><li>• Guidelines for motivational interviewing.</li><li>• Tools and resources for phone call and appointment tracking.</li><li>• Tools and resources for tracking labs, referrals, etc...</li><li>• Referral and transitions of care checklists.</li><li>• Visit agendas or templates.</li><li>• Standing pharmacy order templates.</li></ul>	<ul style="list-style-type: none"><li>• Expanded provider network directory.</li><li>• Comprehensive directory of community resources.</li><li>• Directory of other Department-sponsored resources such as the managed care ombudsman and nurse advice line.</li><li>• Link from main ACC Program website to the RCCO-specific website where all tools and resources are centrally located and easily accessible.</li></ul>

## **Accessible Provider Supports and Resources**

Administrative and practice support tools and resources will be integral to achieve the transformational improvements fundamental to the Members' health, the providers' success, and the ACC Program's overall mission. As such, these tools and resources must be readily available and easily accessible. In the Start-Up Phase, the RCCO shall therefore design a website on which the tools and resources can be found, and continually maintain and update this website throughout the contract period. This website shall contain at a minimum:

- a. General information about the ACC Program, the RCCO entity, the RCCO's role and purpose, the principles of a Medical Home, a network directory of PCMPs and any other providers with which the RCCO contracts, including characteristics of these providers (such as gender, languages spoken, whether they are currently accepting new Medicaid Clients, links to providers' websites when available, etc.)
- b. An area specific to providers that contains a description of the supports the RCCO offers to the providers, as well as an online "encyclopedia" of all of the evidence-based tools, screenings, clinical guidelines, practice improvement activities, templates, trainings and other resources the RCCO has compiled.
- c. Immediately available resources to guide providers and their Members to other needed community-based services, such as child care, food assistance, services supporting elders, housing, utilities assistance, and other non-medical supports.

## **Data Analysis and Reports**

Another fundamental aspect of the ACC Program will be RCCO and PCMP access to Member data and information that has not previously been available. Claims data will be provided by the Department directly to the SDAC, which is responsible for hosting the data, applying data analytics and making the information available to the RCCO and PCMPs through an ACC Program Web Portal. The SDAC will provide advanced analytical functions using predictive modeling, trending analysis, and other methods. The RCCO will have access to Medicaid claims history for its Members, as well as SDAC-created reports. The Department expects the SDAC to develop complex and sophisticated reports to highlight opportunities for improvement and to facilitate communication among the seven RCCOs on best practices that are resulting in best outcomes and best performance.

The SDAC will provide access to standard reports that the RCCO can query through the SDAC Web Portal. The RCCO may request that the SDAC prepare ad-hoc reports to respond to specific information needs, but shall make these requests through the Department. The RCCO shall be able to utilize dynamic reporting capabilities to specify various report parameters that will enable the RCCO to identify and isolate health, utilization and cost trends or answer a specific question. Parameters might include such variables as Client characteristics, date ranges, diagnoses, procedure codes and region- or provider-level data (region-wide, ZIP code, practice or individual provider). The RCCO shall utilize all information available to it and the PCMPs to inform decision-making, guide providers and help attain ACC Program goals.

During the Initial Phase of the Program, the RCCO will be required to provide network and care coordination data to the SDAC, such as referrals to non-medical services. In the Expansion Phase of the program the RCCOs will be required to provide clinical data to the SDAC. The RCCO shall have the capacity and expertise necessary to:

- a. Access the various available reports and applications, become familiar with their functionality and purpose, understand how to design searches, query for specific information, and interpret the results.
- b. Educate and inform the PCMPs about the data reports and systems available to them, the various reports and their practical uses, and share with PCMPs, the SDAC, and the Department any specific findings or important trends discovered through analysis of the data.
- c. Act upon information obtained through data reports and analyses to improve performance, target efforts on areas of concern, and apply the information to make changes and improve outcomes. The RCCO shall use the data to improve performance region-wide and on a provider-specific level.

#### **OFFEROR'S RESPONSE:**

**The Offeror's proposal shall address how it will meet all requirements listed above. The proposal shall describe the Offeror's general administrative support capabilities and its capacity for data management and the application of data to drive region-wide and practice-level improvements. Specifically, the Offeror's proposal shall:**

- 1. Explain the Offeror's global philosophy and approach to provider support. Describe how the Offeror will demonstrate a high level of commitment to being accessible and available to providers and what mechanisms will be employed to assure this access (for example, by phone, question/comment email box, site visits, etc.).**
- 2. Describe the Offeror's plan to learn about the current Colorado Medicaid and Child Health Plan Plus (CHP+) programs and benefits. Describe how the Offeror will support providers by sharing information and answering questions on topics such as: the acute care benefit coverage policies, special programs, HCBS Waiver programs, and EPSDT benefits; prior authorization and referral requirements; and claims and billing guidelines.**
- 3. Describe the spectrum of tools and resources the Offeror intends to make available to providers. Include specific examples and explain why the Offeror recommends these tools. Explain what role these tools and resources will play in the Offeror's overall practice support and performance improvement activities.**
- 4. Describe how the Offeror will use its website to support the network of providers and Members.**
- 5. Describe how the Offeror will use the data at its disposal. Describe the Offeror's capacity for understanding, interpreting, sharing, and acting upon the information to make needed changes. Specify if there will be staff specifically dedicated to data management, report analysis and queries, communication with PCMPs about accessing data and sharing important findings and trends.**